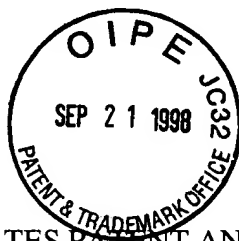


Atty Docket No. 003395.P001



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Frank A. Galdes

Application No.: 09/137,989

Filed: August 21, 1998

For: METHOD AND APPARATUS FOR NETWORK
BASED CUSTOMER SERVICE

Assistant Commissioner for Patents
Washington, D.C. 20231

Examiner: Not yet assigned

Art Unit: 2756

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REQUEST FOR CORRECTION OF FILING RECEIPT

Dear Sir:

In the Filing Receipt for the above-referenced patent application filed on August 21, 1998,
the title was recorded incorrectly as follows:

METHOD AND APPARATUR FOR NETWORK BASED CUSTOMER SERVICE

The correct title is as follows:

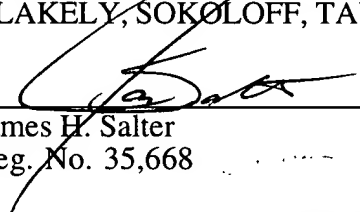
METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

Please have the Filing Receipt changed to reflect the correct title. Enclosed is a copy of the
incorrect Filing Receipt with the change noted thereon.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Dated: 9/17 1998


James H. Salter
Reg. No. 35,668

12400 Wilshire Boulevard
Seventh Floor
Los Angeles, California 90025
(408)720-8598

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On September 17, 1998
Date of Deposit
Claire Wilshire
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Claire Wilshire 9/17/98
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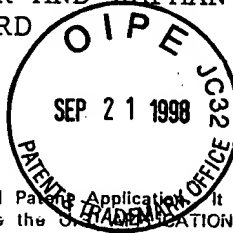
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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWGS	TOT CL	IND CL
09/137,989	08/21/98	2756	\$790.00	003395.P001	8	20	3

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Applicant(s)

FRANK A. GALDES, MENLO PARK, CA; MARK A. ERICSON,
REDWOOD CITY, CA.

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TITLE

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METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

PRELIMINARY CLASS: 395